

VIRGINIA CHILD SUPPORT ENFORCEMENT PROGRAM

2005 Fact Sheet

- ❖ The Division of Child Support Enforcement (DCSE) collected a record \$561 million in SFY05, (a 5% increase over the previous year); \$534 million in SFY04 (increase of 5.5%); and \$506 million in SFY03.
- ❖ Virginia's Child Support Enforcement caseload includes 363,000 cases and 484,000 children. These children represent almost one-quarter of Virginia's child population and are owed \$2.2 billion in past due child support.
- ❖ As the first state to subpoena cell phone records in order to locate delinquent parents, Virginia is seeking innovative ways to provide child support for the children of the Commonwealth. While continuing to seek agreements with cell phone companies for a more effective matching process, DCSE has issued 2,030 subpoenas on non-custodial parents. Locate information has been received at an impressive success rate of 40-50% of the subpoenas issued.
- ❖ The Division has established an interactive Web application. This Web page, which provides updated payment and case information to custodial and non-custodial parents, gives DCSE customers another method, in addition to the telephone and office visits, of accessing information. Over 7,000 customers visit the site each day. In addition, DCSE's website provides helpful links to Virginia's New Hire Reporting Center and the Department of Labor and Industry. The Web address is www.dss.state.va.us/dcse.case/. Only a few other states have achieved this enhanced level of customer services.
- ❖ DCSE's Home Office Customer Services Unit established a national toll-free telephone number dedicated to employer inquiries in 2002 and continues to respond to more than 100,000 calls per year. The dedicated employer line has proved to be a vital tool in the implementation of the National Medical Support Notice. Workers who respond on this line also encourage employers to consider electronic transmission of child support deductions to DCSE.
- ❖ Virginia's continuous attention to its Undistributed Collections (UDC) balance achieved a balance of 1.59% in September 2005. (All states carry legitimate UDC balances stemming from federal tax offsets, future payments, etc.) Virginia is a leader in the Nation in addressing this issue.

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- ❖ DCSE has stepped-up its encouragement that customers avail themselves of Direct Deposit. In September 2001, Virginia's child support electronic disbursement of payments represented 36% of total payments. In September 2005, 56% of all disbursements were electronic. Virginia DCSE continues to use mass mailings and other means to encourage enrollment.
- ❖ Of more than 1.76 million new hires in the Commonwealth in SFY05, there were 83,520 that matched cases with unpaid child support, a match rate of 4.7%. Since its inception in 1993, approximately \$89.8 million has been collected as a direct result of new hire reporting. Virginia was the pilot state for New Hire Reporting.
- ❖ Since it was initiated in 1995, the Virginia Drivers License Suspension Program has resulted in collections of over \$236.6 million in delinquent child support, with more than 3,500 licenses actually suspended.
- ❖ Virginia was one of the first two states in the Nation to receive unconditional federal certification of its automated child support system.
- ❖ Virginia collected \$7.00 for every dollar spent in SFY05, which exceeds the maximum federal cost effectiveness goal by \$2.00. Virginia's Child Support Enforcement Program is a very cost-effective operation.
- ❖ Virginia continues to explore new methods of enforcing child support obligations such as joining the Child Support Lien Network to intercept insurance settlements of delinquent parents and increasing the seizure of assets such as bank accounts.
- ❖ In addition to the direct benefits to children measured in child support delivered, DCSE also avoids costs to taxpayers by contributing to the overall income of families, fostering self-sufficiency and less dependency on public assistance programs. One measure used by the Federal Government for this "cost avoidance" is Percent of TANF Cases Closed with a Child Support Collection. For FFY04, Virginia DCSE was #1 in the Nation on this performance measure at 57.2%!

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- ❖ The Virginia \$4Kids Program allows child support payments to be made through the DCSE website or by toll-free phone call. Information on this initiative is posted on the New Hire website: <https://newhirereporting.com/va-newhire/default.asp>. Posters in field offices advertise the program which is free to both employers and non-custodial parents.
- ❖ Innovative methods of payment allow child support to be paid electronically. Non-custodial parents can pay through their bank's on-line bill payment service. Also, payments may be made through any Western Union agent for those parents who may not have bank accounts.
- ❖ A new initiative to publicize delinquent non-custodial parents with outstanding *capias* warrants was launched in 2005. Pictures of non-custodial parents were advertised in the Norfolk Virginian-Pilot (twice), the Roanoke Times, and the Richmond Times-Dispatch. Additional ads are currently scheduled for the Richmond Voice and the Chesterfield Observer. Results continue to come in but, to date, 63 non-custodial parents have been arrested, 21 income withholdings with annual child support totaling \$71,680 have been issued, and lump sum payments totaling \$52,179 have been received. Additional non-custodial parents have been located as a result of this initiative and enforcement actions are on-going.